

RESPONSIBLE GAMING

Gambling can be exciting, interesting and good fun. Sports betting, online casino, games and poker are played by millions of people worldwide who love entertainment. Unfortunately, this activity like many others can create addiction, and that's why we are committed to the promotion of responsible gambling and we take all the necessary measures to prevent any form of abuse and to create a responsible and healthy gambling environment.

Underage gambling

It is against the law for those under 18 to gamble. We take our responsibilities in this regard very seriously. We carry out electronic age verification checks on customers and may also ask for documentation evidencing the customer's age. Anyone under the age of 18 found to be using the site will have any winnings forfeited and may also be reported to the appropriate authorities.

Where these checks are unable to verify that a customer is 18 or over, we reserve the right to ask for proof of age. Customer accounts may be suspended and funds withheld until proof of age is provided.

Gaming Addiction

Customers who have developed a gaming addiction have turned their excitement for gaming into a life dominating obsession. This obsession consumes much of the person's day, time and money, harming social and family relations. The danger of addictive gaming is a slow evolving process.

However, the process is clearly defined by following stages:

Stage 1: The excitement of winning

The illusion of big wins and extraordinary luck.

The illusion that losses derive from external factors, but wins are due to one's own intuitive actions. It seems worthwhile to invest large amounts of money or take out loans to gamble.

Stage 2: Losses

More money is borrowed and exclusively used for gambling.

Loans are kept secretly, losses are covered up and excuses are made. The gambler isolates himself from the family and friends.

Belief that debts through gambling will be recovered and brought under control again.

Stage 3: Desperation

Gambling dominates one's life and becomes an all-day activity. Relationships, work and social acceptance have been lost.

The obsession of gambling may lead into harmful behaviour such as crime, and aggression towards others and oneself.

To better understand if you are at risk of addictive gambling behaviour, please read the following passages thoroughly. We encourage you to participate in our test, to make use of our online features supporting responsible gaming and to visit the links to other helpful resources which offer information, background, support and help with regard to problem gambling.

Sports Betting, Casino and Games are entertainment - Do not play to make money. Never attempt to compensate for losses with new bets or wagers.

Set yourself strict limits and do not attempt to find excuses to pass your pre-set limits. Only play when you can cover your losses.

Never borrow money to gamble.

Keep track of your wagers and the time you spend gaming online. Never play when in poor physical or emotional condition.

Do not play whilst being under the influence of drugs, alcohol, or medication. Set yourself time and deposit limits and break times.

Use our customer protection services (such as GamCare and GambleAware) which will help you to responsibly control your gaming activities.

If you feel you may have a problem with your gambling, ask yourself the following questions:

Do you stay away from work or college to gamble?

Do you gamble to escape from a boring or unhappy life?

If when gambling you run out of money, do you feel lost and in despair, and need to gamble again as soon as possible?

Do you gamble until your last penny is gone, even the bus fare home or the cost of a cup of tea?

Have you ever lied to cover up the amount of money or time you have spent gambling?

Have others ever criticised your gambling?

Have you lied, stolen or borrowed just to get money to gamble or pay gambling debts?

Are you reluctant to spend 'gambling money' on anything else? Have you lost interest in your family, friends or other pastimes?

After losing, do you feel you must try and win back your losses as soon as possible? Do arguments, frustrations or disappointments make you want to gamble more?

Do you feel depressed or suicidal because of your gambling?

The more you answer 'yes' to these questions, the more likely it is that you have a serious gambling problem and may wish to seek help and advice through the channels outlined above.

Available restrictive measures:

If you feel that online casino games will or already have become a problem for you, we strongly suggest that you use the following mechanisms that are available and can be accessed by contacting our Customer Support:

- self-exclusion;
- Cool Down period;
- financial limits.

Self-Exclusion

If you wish to be self-excluded from our Website, you should have a look at our Self-Exclusion Policy.

Cool Down Period

If you need a break from gambling on the Website, you can ask us for a Cool Down period.

Once a Cooldown Period is activated, the player's account will be temporarily locked, and you will not be able to log in or access any gaming services during this time.

After the selected Cooldown Period has ended, you will automatically regain full access to your account and may resume gaming as usual.

Financial and Time Limits

You can choose to impose a limit on the maximum bets and losses that you may incur on our Website.

Adjustments

In the event you request an adjustment to your limits (limits on deposits, bets and losses) or a Cool Down period:

1. new limits that are stricter than those previously imposed, or an extension of a Cool Down period will take effect immediately from the time of an adjustment;
2. new limits that are more lenient than those previously imposed will only take effect after a 7-day cooling off period from the time of an adjustment;
3. Cool Down period shall only be shortened after a 7-day cooling off period, unless the existing Cool Down period is due to end within that 7-day timeframe, in which case it shall remain unaltered.

Parental Controls

There are a number of third party applications available that parents or guardians can use to monitor or restrict the use of their computer's access to the Internet. These include:

Net Nanny (www.netnanny.com) is a filtering software that protects children from inappropriate content on the Internet.

Make sure no minors have access to your player account. For most computers, it is possible to have a password control so they cannot be accessed without user verification. It is also possible to use specific protection software that allows you to prevent minors in your household to access gambling websites.

Contact and assistance

There are organisations that provide professional assistance to persons who are affected by gambling problems:

Gambling Therapy www.gamblingtherapy.org

Gamblers Anonymous www.gamblersanonymous.org

GamCare www.gamcare.org.uk

Gamble Aware www.gambleaware.co.uk